



State of Illinois
Illinois Commerce Commission
Service Quality for Telecommunications Carriers
Code Part 730.115
Quarterly Filing

AT&T Communications of Illinois, Inc.
for quarter ending September 30, 2006

Performance Data	July	August	September	Quarterly Average
A. Operator Answering Time - Toll and Assistance [730.510(a)(1)]	5.80	5.50	4.70	5.33
B. Operator Answer Time - Information [730.510(a)(1)]	5.04	3.88	4.07	4.33
C. Repair Office Answer Time [730.510(b)(1)]	18.00	28.00	50.00	32.00
D. Business or Customer Service Answer Time [730.510(b)(1)]	8.00	6.00	10.00	8.00
E. Percent of Service Installations [730.540(a)]	100.00%	99.09%	99.65%	99.58%
F. Percent of Out of Service Lines Repaired in < 24 Hours [730.535(a)]	61.12% *	66.94% *	57.53% *	61.86% *
G. Trouble Reports per 100 Access Lines [730.545(a)]	1.57	1.54	1.27	1.46
H. Percent Repeat Trouble Reports [730.545(c)]	11.96%	14.22%	13.89%	13.36%
I. Percent of Installation Trouble Reports [730.545(f)]	2.42%	1.78%	1.03%	1.74%
J. Missed Repair Appointments [730.545(h)]	0	0	0	0
K. Missed Installation Appointments [730.540(d)]	0	0	0	0

Comments

Part 730 C&D represents Nat. Lg. bus; Nat. Sm. bus. results=July 29,98; Aug 16,78; Sep 17,60 & IL res. are July 196,209; Aug 95,198; Sep 104,138; Item F primarily UNE-P w/ results due to weather; Items I&K not available for bus; Item J unable to report



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